

PERFORMANCE WORK STATEMENT (PWS)
FOR
VETERANS GUEST INTERNET ACCESS (VGIA)
AT
HARRY S TRUMAN MEMORIAL VETERANS HOSPITAL (HSTMVH)
AND
COMMUNITY BASED OUTPATIENT CLINICS (CBOC'S)

Scope

Contractor will establish and maintain a Veterans Guest Internet Access (VGIA); a wireless internet access service made available to our veterans, their families, and guests visiting the Harry S Truman Memorial Veterans Hospital (HSTMVH), and local Community Based Outpatient Clinics (CBOC's). See attached drawings that include (highlighted areas) but are not limited to the locations that require Wi-Fi Service.

Deliverables

1. The contractor shall provide solutions meeting or exceeding all technical requirements below.
2. The contractor shall provide public wireless internet access via 2.4GHz 802.11 b/g/n Access Points in the specific areas (as highlighted, but not limited to) per facility drawings provided by the HSTMVH at the scheduled site visit.
3. The contractor shall provide a cable alternative to wireless access at the HSTMVH where wireless is not appropriate or cable preference is determined by the HSTMVH.
4. The contractor shall provide specific bandwidth for users of the VGIA; up to 80 locations. See drawings, provided at site visit, which are (highlighted but not limited to) for locations of the estimated coverage areas.

5. The contractor shall provide public security for the guest internet access and private security for the vendor provided equipment.
6. The contractor shall provide wireless isolation via Layer 1 air gap.
7. The contractor shall provide for the physical security of contractor installed equipment until installation is completed and accepted by the Government. Due to limitations of IT closet access and space, switches, WAPS, and POE extenders, installation may require use of an IT closet on the floor above or below. Electrical power for switches will be the responsibility of HSTMVH.
8. The contractor shall adhere to all standards governed by the National Fire Protection Association (NFPA-101 Life Safety Code, 2012 Edition). No firewall discontinuities.
9. The contractor shall be responsible for the design, configuration and installation of all cabling, access points, switches, and routers needed for the VGIA.
10. The contractor shall supply the HSTMVH with a final wiring and equipment location map for each floor upon completion of the project.
11. The contractor shall provide an introduction page with usage agreements for acknowledgement at the time of login with information on the program, rules, restrictions, and usage agreements. If user does not agree and acknowledgement, user access is denied. Furthermore, users must acknowledge awareness of the risk of using a public WI-FI.
12. The contractor shall provide 24/7/365 VGIA technical support via a call center for HSTMVH OI&T staff.
13. The contractor shall provide 24/7/365 VGIA technical support via a call center for HSTMVH veterans and guests.

14. The contractor shall provide, at the HSTMVH request, telephone support within two hours and onsite support within 24 hours (if required).
15. The contractor shall provide service availability with an expected uptime of no less than 99%.
16. The contractor shall provide the Internet bandwidth specified by the HSTMVH to provide a satisfactory user experience for customers using the VGIA service. The minimum acceptable service speed shall be a high-speed circuit with 1Mbps upload and 10Mbps download delivered over an appropriately sized WAN.
17. The contractor shall monitor the typical usage of access points and Internet gateway(s) to define high usage areas; the contractor shall notify the HSTMVH of these locations. The contractor will help the HSTMVH re-evaluate and upgrade the bandwidth should the HSTMVH determine there is need. The number of projected users equals 1988 patient visits per day on a 250 day annual basis. The daily visit projection of 1988 is not equally divisible across the 40 locations identified.
18. Contractor shall schedule initial equipment installation and maintenance during off peak hours, 1530 hours to midnight local time for the HSTMVH and 0800 to 1530 hours for outlying facilities Monday through Friday. Holiday and weekend work must be scheduled with COR if needed. Notification of an event extending a preventive maintenance period or which may degrade system performance shall be disseminated to the user community immediately. If the event is foreseen, no less than 7 days prior to the event.
19. The contractor shall provide content filtering for inclusion to the VGIA. The HSTMVH will be responsible for managing the suitability, conformity, and payment of any such web filtering product.

The technical proposal shall include a section for the vendor's approach for content filtering and security. The approach shall implement commercially available systems for filtering and security, which is intended for protecting the public users in hospital environments. The system(s) being used must also include continuous manufacturer updates to be uploaded by the vendor or manufacture, and allow for VA or vendor requested modifications pursuant to

quality improvements. The proposal shall identify the systems to be used by their commercial protocol and provide a narrative describing these features and its overall functionality.

- 20. The contractor shall be responsible for the purchase of all cabling, access points, switches, and routers needed for the VGIA infrastructure.**
- 21. The contractor shall relinquish ownership of all installed equipment to the Government upon completion and acceptance by the Government.**
- 22. The contractor shall test, validate, repair, replace as needed, and maintain installed VGIA equipment in concert with the HSTMVH service agreement.**
- 23. The contractor shall relinquish ownership of all installed cabling and related non-electrical equipment to the Government upon completion of the service term.**
- 24. The contractor will state having no relation to, and having no past or current affiliation with, any HSTMVH employee.**

Building Locations:

**Harry S Truman Memorial Veterans Hospital
800 Hospital Dr.
Columbia, MO 65201**

**Waynesville, MO CBOC –
700 GW Lane
Waynesville, MO 65583**

**Jefferson City, MO CBOC –
2707 W Edgewood
Jefferson City, MO. 65109**

**Kirkville, MO CBOC –
1510 North Crown Dr.**

Kirksville, MO 63501

**Sedalia, MO CBOC –
3320 West 10th Street
Sedalia, MO 65301**

**Osage Beach, MO CBOC –
940 Executive Dr.
Osage Beach, MO 65065**

Project Responsibilities

1. Validation Testing Requirements or Acceptance Criteria:

- a. The Contractor shall submit a draft test plan to the VA COR for acceptance and comment.**
- b. The draft test plan shall include the following:**
 - i. The Contractor shall perform testing following installation to ensure access points and wireless service are functioning at a minimal data rate with acceptable signal to noise and power settings as determined by the site during the site survey.**
 - ii. The Contractor shall discuss and confirm suggested speed test criteria in requirement (i) with the program manager at each site.**
 - iii. The Contractor shall provide a Post Survey Heat Map, which will show where the access points are located, and that they are functioning.**
 - iv. The Contractor shall test for interference with existing medical center systems.**
 - v. The Contractor shall provide a final test plan that includes updates addressing any comments provided by the VA to the draft test plan.**

2. The vendor shall complete a site survey to guarantee prevention of interference with the existing HSTMVH wireless access, both medical and non-medical systems, and to determine all equipment required for installation.

3. The vendor shall be responsible for the purchase and installation of all cabling, access points, POE extenders, switches, routers, and all other materials and equipment needed for the VGIA infrastructure as specified by vendor.

4. The HSTMVH will pay the installation costs upon completion of the VGIA infrastructure and satisfactory end to end service testing. These installation costs will include all items except the recurring monthly internet service charges.
5. The vendor will establish a monthly flat-rate fee of recurring charges for Internet bandwidth, service and support fees, equipment maintenance and support fees.

Subcontractors

As a part of the Technical Proposal, vendor will identify all subcontractors (including a list of all elements applicable to the utilization of subcontractors) to be involved in providing VGIA to the VASTLHCS. Subcontractor(s) identified in the vendor's technical proposal will be the same subcontractor(s) who will actually perform on the project. If, during performance of the contract, it becomes necessary for the vendor to substitute subcontractor(s) for one of those whose qualifications were the basis for evaluation of the offer and award of the contract, the vendor shall submit to the Contracting Officer the same information that was required in the initial proposal regarding the proposed substitute subcontractor(s). The Contracting Officer shall have the right to review the qualifications of the proposed substitute subcontractor(s) and to approve or disapprove the substitute subcontractor(s) qualifications. If the proposed substitute subcontractor(s) qualifications are disapproved by the Contracting Officer, the vendor will propose another subcontractor(s) who does possess equivalent qualifications.

1. Q: Does all the equipment for this opportunity need to be "Buy American", or is there an acceptable ratio of non TA compliant equipment.

A: Page 32, item (39) 52.225-1, Buy American Act is not checked. Per 52.225-1(1)(ii) exemption to the Buy American Act applies (information technology that is a commercial item). The Buy American Act does not apply to this acquisition.

2. Q: As a Veteran Owned, Small Business, is the 51% criteria to be supplied by the prime, related to equipment, labor or just 51% of the total needs to be by the prime.

A: Reference C.12, 52.219-27(d)(1) & 52.219-27(d)(2) Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (NOV 2011) pages 36 & 37. This applies to the contract value for the base and all option years.

3. Q: Because the new service has an air gap between the existing network, does the guest Wi-Fi need to be FIPS compliant.

A: No

4. Q: Does the equipment being installed need to be on the APL (Approved Product List)?

A: Equipment to be installed should meet commercially acceptable standards.

5. Q: Will the VA please provide the floor plans electronically?

A: Yes. PDF's are available, please see attached updated copy of floor plans with coverage areas highlighted.

6. Q: What is the main telephone number at the Harry S Truman Hospital?

A: 573-814-6000

7. Q: What are the main telephone numbers to contact the Clinics?

A: Patients call the main phone line, (573) 814-6000, then they are transferred to the Community Based Outpatient Clinics (CBOC's). There is a fax # for each CBOC. If you have any other questions regarding the phone # Erin Martin can be contacted at 573-814-6460.

8. Q: When will new updated maps be coming out that contain square footage and all coverage areas marked?

A: Updated floors plans are attached with coverage areas highlighted in yellow and high usage areas highlighted in orange with the estimated number of users stated.